

Idaho Transportation Department Performance Management Matrix

TANGIBLE RESULTS	PERFORMANCE MEASURE	DESCRIPTION
The transportation system is safe	5-year fatality rate for the state highway system, and statewide.	This measure tracks the 5-year average number of traffic fatalities per 100 million vehicle miles traveled on the state system and statewide.
Projects are provided quickly and cost effectively	Project construction award cost vs. project actual construction cost	This measure tracks the difference in percentage between contract award amount and actual project cost.
	Project scheduled completion date vs. actual completion date	This measure tracks the difference in percentage between the scheduled completion dates of construction at award to the actual completion dates.
	Project program amount vs. awarded amount	This measure tracks the difference in the percentage between programmed amounts (initial STIP) versus bid award amount..
	Project scheduled construction award date vs. project actual construction award date	This measure tracks the schedule of when a project was scheduled to go to construction award vs. when it actually did. This will assist in the project delivery effort.
The roads and bridges are smooth and unrestricted	Percent pavement in good / fair condition	This measure tracks the percentage of paved roads on the state highway system in good or fair condition compared to a statewide percentage goal to be accomplished within a pre-determined future time period.
	Percent of vehicle miles traveled (VMT) on major highways in good condition	This measurement assesses statewide percentage of VMT on major Highways with good or fair pavement condition, as defined in the statewide pavement measure describing pavement condition.
	Percent of bridges in good structural condition	This measure tracks statewide bridges that are in good condition.
The transportation system is well maintained	Response time to maintenance incidents on the state highway	This measure assesses the response time of maintenance personnel during non-working hours to highway maintenance incidents.
Modal choices are efficient and effective	Cost per passenger trip	This measure tracks the efficiency and effectiveness of public transportation and mobility services.
	Number of Riders	The number of passengers using public transportation or mobility services where the riders are counted every boarding.
The users are satisfied with the transportation system and services	Average completion time on title requests from consumers	This measure tracks how long it takes to process a title from the time it's received by DMV HQ to when the processed title is mailed to the customer.
	Administrative Licensing Suspensions hearings, held, and the timeliness of findings	This measure tracks the number of Administrative Licensing Suspension hearings held, and how soon findings are issued.
	Increase in internet services used by the public.	This measure tracks the number of customers who have used DMV's web services.